

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	4	((workforce or work ADJ force) NEAR3 (manag\$6 or planning)) AND peak\$1 AND valley\$1	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 12:48
L2	3	1 and histor\$6	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 13:05
L3	1	1 not 2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 13:05

Search strategy

- ① Dialog - will try non-patent and EIC
- ② → look at these, above hits

Search
help parel
consulted on

918105

Present: Bob
Weinhardt) Sustama, Melanie
) Diaz, Hempel
 and Karen
 Lehman



[Web](#) [Images](#) [Groups](#) [News](#) [Froogle](#) [Local](#) [more »](#)

workforce planning historical peaks and valley

[Search](#)

[Advanced Search](#)
[Preferences](#)

The "AND" operator is unnecessary --- we include all search terms by default. [\[details\]](#)

Web Results 1 - 10 of about 53,600 for **workforce planning historical peaks and valleys**. (0.19 seconds)

Scholarly articles for **workforce planning historical peaks and valleys**

- [COUPLED HEURISTIC AND SIMULATION SCHEDULING IN A HIGHLY ...](#) - by Ingalls - 0 citations
- [Morice Planning Area Background Report](#): - by Features - 0 citations
- [Directing the Flow of Product: A Guide to Improving ...](#) - by Schutt - 0 citations

[PDF] [Edge_Spec_Sheet_r04](#)

File Format: PDF/Adobe Acrobat - [View as HTML](#)

forecast staffing **peaks and valleys**. This enables effective and strategic **workforce planning** with a result that helps to control cost. ...

[www.remedystaff.com/staffingsolutions/ EDGE_Spec_Sheet%20FINAL.pdf](#) - Similar pages

call center

Staffing
(levels)
Requirement

Scheduling
(agents)
(operators)
workers

[Automating Workforce Management: Acquisition and Implementation](#)

Workforce management (WFM) software, combined with the **historical** and real-time ... forecast of future call volumes showing **peaks and valleys** of calls, ...

[www.connectionsmagazine.com/articles/4/085.html](#) - 41k - Cached - Similar pages

[Workforce Management Solutions To Increase Call Center Profitability](#)

Call volume forecasting: A **workforce** management system uses **historical** call ... precise forecast of future call volumes showing **peaks and valleys** of calls, ...

[www.connectionsmagazine.com/articles/2/201.html](#) - 37k - Cached - Similar pages

[PDF] [A Guide to Buying Call Center Workforce Management Technology](#)

File Format: PDF/Adobe Acrobat - [View as HTML](#)

show the **peaks and valleys** of call history and help determine future ...

Strategic planning tools use both **historical** and forecasted information as ...

[www.callscenter.com/Brochures/ QPC%20IEX%20WFM%20Key%20CC%20Solution.pdf](#) - Similar pages

[C@LL CENTER Solutions Feature Article](#)

Workforce management software, combined with the **historical** and real-time ... forecast of future call volumes that shows the **peaks and valleys** of calls, ...

[www.tmcnet.com/articles/ccsmag/0399/0399tcs.htm](#) - 68k - Cached - Similar pages

[Forecasting Fundamentals: The Art and Science of Predicting Call ...](#)

This approach takes **historical** information and allows the isolation of the ... itâ€™s critical to know when the **peaks, valleys**, and average times are. ...

[www.tmcnet.com/.../workforce-optimization-articles/ forecasting-call-center-workload.htm](#) - 96k -

Sep 7, 2005 - Cached - Similar pages

[PDF] [Integrated Planning for the Air Force Senior Leader Workforce ...](#)

File Format: PDF/Adobe Acrobat

source of **historical** data and a time-tested aggregate **planning** model (the LTO

... anticipate the effects of these **peaks and valleys** in the executive ...

[www.rand.org/pubs/technical_reports/2005/RAND_TR175.pdf](#) - Similar pages

[PDF] [p4_2106-A eWFM MS/MC wp \(Page i\)](#)

File Format: PDF/Adobe Acrobat - [View as HTML](#)

To help contact center managers with their **planning**, most **workforce** management ... contact workload as it arrives in **peaks and valleys** and filling in the ...

www.aspect.com/mm/pdf/products/wfm/Aspect_MSMC_WFM_wp.pdf - Similar pages

[PDF] [The Continuing Education Center](#)

File Format: PDF/Adobe Acrobat - [View as HTML](#)

Flathead Valley, FVCC's Continuing Education Center, and Workforce Training

Program provide ... Glacier's **peaks and valleys**. Today, the phrase is used to ...

www.fvcc.edu/pdfs/catalog05/f-conted%2005%20205-211.pdf - Sep 6, 2005 - Similar pages

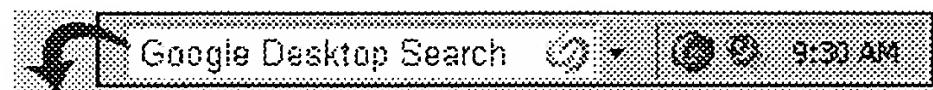
[Ward's Auto World: Putting a New Spin on DaimlerChrysler Corp ...](#)

But every new initiative under the restructuring plan to return ... Some feel they bought into the growing belief that the **peaks and valleys** that ...

www.findarticles.com/p/articles/mi_m3165/is_2001_March_1/ai_73080037 - 29k - Cached - Similar pages

Gooooooooogle ►

Result Page: 1 [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [Next](#)



Free! Instantly find your email, files, media and web history. [Download now.](#)

[workforce planning historical peaks](#) [Search](#)

[Search within results](#) | [Language Tools](#) | [Search Tips](#) | [Dissatisfied? Help us improve](#)

[Google Home](#) - [Advertising Programs](#) - [Business Solutions](#) - [About Google](#)

©2005 Google